

# F&A Operations Transformation For a Global Real Estate Company Through Shared Services



SITES

60+ Total  
35+ BTR



BEDS

22,000+ Beds  
12,000+ Units

## COUNTRIES



UK



Ireland



Germany



Netherlands



France



Austria

## KEY PORTFOLIOS

- > Build-to-Rent
- > Student Accommodation
- > CAPEX & Development Accounting
- > Corporate Accounting
- > Investment Accounting

## QX TEAM

A 90+ Team with 35+ Dedicated to BTR, Backed by Project Team, QX Senior Management, and Contingency Resources

## ACTIVITIES IN SCOPE

- > Property Accounting
- > Development Accounting
- > Accounts Payable
- > Property Admin Support
- > Spend Analytics
- > Statutory Accounts Support
- > Audit Support
- > VAT and CIS Support
- > Tax Compliance
- > Admin
- > Shared Services
- > HRO
- > Residential Screening
- > Talent Acquisition
- > Procurement

## SUCCESS FACTORS

- ✓ **RISK MITIGATION**  
Risk identification, contingency planning and effective mitigation
- ✓ **SUPPORTED TEAMS**  
Extended support from the client's team, key stakeholders and Project Manager
- ✓ **SUCCESSFUL TRANSITION**  
Seamless transition and delivery backed by QX industry expertise
- ✓ **SUPER ENGAGEMENT**  
Open communication channels at all levels of the finance and operations teams
- ✓ **FLEXIBLE APPROACH**  
Flexibility of QX team to take additional responsibility and support the client

# Deep Dive: Business Objectives, QX Solutions & Key Benefits

BUSINESS OBJECTIVES	HOW QX HELPED
Combat talent shortage during the Covid-19 pandemic and the 'Great Resignation'	Rapidly built and grew the team from initial requirement of 15 property accounting experts to 90+ experts delivering wide range of services
Centralize F&A operations, standardize processes and build future-ready, scalable F&A operations	Helped shift from siloed, non-standard operations to consolidated, standardized, and well-documented processes, with QX functioning as operational Centre of Excellence
Ensure rapid transition to shared services partner, with emphasis on 'First-Time Right' approach	Methodical and phased remote transition during Covid-19, with zero disruptions. Followed by several successful, regular transitions

## BENEFITS DELIVERED

**1.8 Million GBP**

annual savings via labour cost arbitrage

**10+ days reduction**

in management accounts production turnaround time for PBSA sites

**99% SLAs achieved**

for accounts payable

**53% reduction**

in corporate accounts receivable for student portfolio

**60+ sites transitioned successfully**

within set deadlines, with teams delivering to SLAs



## FUTURE ROADMAP

We continue to integrate the client's existing and freshly acquired brands into the new process, in phased manner. Now focusing on efficiency improvement via process optimization and automation.

QX team conducts operational workshops for end-to-end process mapping for newly acquired brands to ensure best processes and standards across the board.



*For more information get in touch with*

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